



The Human Touch

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TOGETHER WE MAKE A DIFFERENCE

The Big Show: Olympics 2002

By Carol Sisco
DHS Public Information

Bob Downing watched Olympic opening ceremonies from an eagle's perspective: seeing an eagle soar through Rice-Eccles Stadium but also dressed as one on skates.

"You could feel the energy from it," he recalled. "Opening ceremonies were the first time that all five Utah Native American tribes came together and performed."



Eagle Skater Bob Downing

Chrishel James, a Navajo, was there too, assigned to wardrobe for the pioneer dancers and some ice skaters. More importantly, she watched her dad,

Harry, and brother, Nathan, participate in the Navajo Nation's performance.

"The Native Americans were a small part of the overall program, but at least there was some recognition of the first peoples," she said.

Just mention the word "Olympics" and the memories erupt: huge photos of athletes on downtown buildings, thousands of people speaking just as many languages mingling downtown in Salt Lake City, dancing in the streets to the Dave Matthews Band or being lucky enough to attend an event.

Just before the games started I wandered downtown on Sunday morning. While Sunday



strolls are generally pretty solitary, people were everywhere that morning. Everyone was walking, photographing preparations, watching Bud World go up, visiting the Superstore, overseeing finishing touches at the Medal's Plaza, staring at the Dale Chihuly glass sculptures outside Symphony Hall. The city was transformed.

And we used public transportation like never before, filling up Trax and shuttle buses to downtown, taking buses to venues and finding it worked beautifully most of the time.

Best, perhaps, was the thrill of meeting people from throughout the world, hearing multiple languages and talking to newfound friends. Not to mention holding the silver medal of Bill Schuffenhauer from the U.S. bobsled team.

Some of us didn't get involved until the last minute. Others were busy for many months, including Bob Downing who started rehearsing for

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opening ceremonies last fall. Skating wasn't a problem; he's been on hockey teams for years. But it took many hours to bring the whole group together as one.

"At first it was difficult because they included a lot of dancing numbers," he said. "But then they brought it down to what we do. We start, we stop, we do loops. It became easy then."

Joining the entire group at Opening Ceremonies was magical. "It felt like floating through something," he said. "I was in awe."

Downing wasn't alone in his enthusiasm. Many other Human Services employees volunteered, watched family members carry the torch or got involved in numerous ways. Some of their stories follow.



Jerry Gonzalez welcomes the world with his flags of the world jacket

Chrishel Volunteers, Sees Dad, Brother Perform at Opening

By Chrishel James, Licensing

As an Olympic Volunteer, I was assigned to wardrobe for opening and closing ceremonies last November. I worked not only on western costumes for the pioneer dance number but also on the costumes for ice skaters.

The most memorable part was being able to share along with family members who took part in the Olympic activities as well. My father, Harry



Dale Chihuly sculpture outside Symphony Hall

James was chosen by the Navajo Nation to go to Athens, Greece to escort the Olympic flame back to the United States with four other tribal representatives from the Goshute, Shoshone, Paiute and Ute Nations.

The Five Tribes also took part in opening ceremonies and had a small part at the beginning of closing ceremonies. My father and brother, Nathan James, were part of the Navajo group. The Navajo Ribbon Dance, a group my father formed, was one of three highlighted groups chosen by the Navajo Nation to show that all tribes have their own culture and dances. My brother was part of the pow wow style drum group that was on the ice at the beginning of the Native American spotlight.

The Native Americans were a small part of the overall program but at least there was some recognition of the first peoples. The tribes worked hard to make a good and accurate presentation.

My experience with the Olympics was a positive one and I would go through all the training, interviews, early rising, late hours, long lines, Mountain Pack meals and last minute changes just to have the experience again.

**Photos By: Kelly Colopy,
Rich Rayl, Carol Sisco**



Murals of athletes were everywhere, including over the state office building at the Capitol

Carol Huffman Watches Hockey, Carries Paralympic Flame

By Carol Sisco

DHS Public Information

“Since I like hockey, my volunteer assignment at the E Center was perfect,” said Carol Huffman from Finance. Duties included mag and bag security, ushering and accreditation checks. “The best part was meeting and greeting new and interesting people, not only the other volunteers, but people from around the world--athletes, IOC members, hockey fans.”

Getting to usher in the VIP section at the Men’s Gold Medal game on the final day was just one of the highlights. “I saw a variety of people and great hockey.” Another highlight was seeing and holding the gold and silver medals from the Canadian and American women’s teams as Huffman and the other volunteers checked them in.

Huffman also was chosen to carry the Paralympic flame.

“Carol epitomizes the word volunteer and inspires me by how that is a central part of her life,” said Libby Hunter of the Jubilee Center in nominating her. “She volunteers quietly, with grace and love, at the St. Vincent de Paul soup kitchen; 10,000 Villages which showcases worldwide handicrafts, many made by persons with disabilities; and delivers food for the Utah Aids Foundation.”

Huffman also volunteered at the Olympics and Paralympics and regularly helps Meals on Wheels and Judge Memorial High School.

“Carol and her husband, John, support diverse cultural and religious events with their time, talent and finances,” Hunter said. “They are active at Our Lady of Lourdes and provide support to the parish school even though their children are grown.

“The Huffmans are passionate about their family, their community and social justice,” Hunter continued. “Carol is heart and soul, inspires greatness and provides a true sense of community.”

Bart’s Olympic Beret Goes Off to All DHS Employees

By Bart Hopkin

Admin. Services Director

You did it!

The 2002 Winter Olympic Games are over, but efforts made by the citizens of Utah will never be forgotten. As part of those efforts, a big “you did it” goes out to all Human Services employees.

Early morning commutes, different drives to work, new entrances to campuses, heightened security and other sacrifices were all part of a successful approach to not only the Olympics, but also maintaining services to our clients. And we had fun too.

Thanks to each of you for being ready to make the changes which made all of this possible. Hats off (or Olympic berets off) and thanks to Human Services employees for being part of the greatest Olympic happening ever.



Looking in toward the stage at the Medals Plaza



A snowboarder grabs air

Kelly ‘Slips’ Down the Mountain

By Kelly Colopy

Executive Director’s Office

I was a “slipper” at Park City Mountain Resort. For non-skiers, this means slipping sideways or snow plowing as fast as you can through the race gates between each racer to make sure the course is in good shape.

My official Olympic experience began on Friday, the first day of the Olympics. I was standing in a very windy blizzard at the top of the half-pipe. Our charge was to “slip” and shovel the half-pipe to prepare it for the event. I had never been near a half-pipe, let alone “slipped” in one.

Sara, our crew chief for the event, showed up. We had six people who had never worked together, yet she turned us into what the management people call a “high performance team.” We quickly learned our strengths and weaknesses, helped each other out and expected the best from each other.

We also learned to deal with performance anxiety - no one wanted to fall with 15,000-plus people watching! It was a great experience as was sitting at the top of the half-pipe during the event watching the snowboarders sail nearly 20 feet in the air...WOW!

The day before the giant slalom, the skies blanketed the ski resort with eight inches of snow. During normal times, I would have cheered. In this case, it meant major work. The course maintenance and slip crews spent a total of 20

hours removing snow from the run by pushing snow with our legs, shoveling and snow blowing.

Everyone worked until they could hardly stand up to ensure the course was perfect for the racers. This included being at the top of the race run at 4:30 a.m. on race day to continue the progress. On the way up the chairlift, all I could think was “BRRRR.” Then I looked down the valley and thought, “Wow, it is beautiful up here!” There were so many stars and lights and an amazing sunrise. The view made me forget all about being tired.

The other event days were sunny and beautiful. We “slipped” the gates, watched the racers as they zoomed by us (hoping they wouldn’t knock us over) and marveled at how fast they move down a very steep, icy mountain (did you know they water down the course and let it freeze before the races so it’s extra icy?!).

I learned about how ski race events are run, how to stay out of TV camera view and how to work with people of very different backgrounds and expertise. After the last event, all the course people (the green jackets) grabbed gates and tools and skied to the bottom in a parade, knowing the events had been a success. After hugs and farewells, we returned to “normal” life with memories of an incredible experience.



**Kelly Colopy at the Capitol
with Mitt Romney**



An American flag lit up Olympic nights

Cindee's Brother Carries The Torch

By Cindee Street, Licensing

Everyone has something special to say about the Olympics, whether they were volunteers, a sponsor or just a passerby. I had the great thrill of seeing my brother, Taud Olsen, help carry the torch in to Salt Lake City. He was asked to help carry it along Medical Drive to Federal Way.

Taud took the torch from a woman gymnast who was in a wheelchair after becoming paralyzed from falling off a balance beam. My brother felt honored to be asked to help bring the torch in and being able to follow this spectacular lady.

Along with my brother's family being there to support him on, my sister and I also went. First, we saw the procession of 20 motorcycle policemen, then came the truck that helps light the torch and, of course, all the fanfare and media.

Then there was the gathering in the Olympic Village for a ceremony that lasted a few minutes. Nothing was more spectacular then seeing these people come across the Rice-Eccles Stadium bridge, down the stairs, run across the street and hand the torch to the young lady in the wheelchair and then watching as they proceeded down the road to my brother with this torch.

My mother could not attend so my sister called her on her cell phone. My mother listened as the crowd roared when Taud passed by. Everyone was waving banners, screaming and showing all kinds of support. Everyone was trying to run behind the runners to get a glimpse of the torch coming in.

After his run my brother talked to my mother and told her how exciting and exhilarating the thrill was to be included in this festivity. How sorry he was that my mother could not attend this once in a lifetime affair. My brother's wife and three daughters, Kristen, Lindsay and Jaimee, couldn't stop screaming, nor could my sister or I. Taud said it was one thing to see the torch, but it was another to be able to hold it and say the Olympics is arriving in Utah.

Everyone has asked me why my brother was picked to carry the torch. According to my mother, a lady from his old job at Zero Enclosures submitted his name and he was chosen. He works for Iomega now and really enjoys his job. My brother seems to enjoy being able to help anyone when he can.

Being able to be a part to the running of the torch was the best thrill I could ever have encountered.



Women's aerials competitors at Deer Valley



Leonard Johnson, left, and Bob Haywood meet Mitt Romney

Leonard Hauls Signs

By Leonard Johnson, Data Warehouse

I spent about a month as a member of the venue development team at both Deer Valley and Park City. I was assigned to the signage group. Our job was to put up all the signs required to make events work. We put up almost 2000 signs from interiors to the stadiums. I was absolutely amazed at all the logistics that had to fall into place to make each event come off.

I was on the venues the entire time, allowed in all areas and got to know many other volunteers. I thoroughly enjoyed talking and meeting not only other volunteers but athletes, staff and media from all over the world.

I think one of my most memorable moments was during the women's aerials finals at Deer Valley. I was down in the press area; above me were the stands. I was about 10 feet from the young Australian girl who unexpectedly won the gold medal.

I watched her face as she looked up at the stands, at the Australian flag, and from behind the flag stepped her mother and sister. Tears filled her eyes as she said in a wonderful accent, "I didn't know you were here. I thought you couldn't come." Her sister and mother were also in tears. They told her that they didn't want to make her nervous. I learned later they sold their car to get there. It was just one of those wonderful moments

I was lucky enough to be a part of.

I'm glad I had the opportunity to be a small part of the Olympics and wouldn't trade the experience for anything. I do think it was actually bigger than the monster truck pulls at the Delta Center.

Doug Works Paralympics

By Doug Dickens, Recovery Services

I just wanted to take a moment to thank everyone at Recovery Services, Human Services and the State for the generous leave policy during the Olympics and Paralympics period.

My experiences as a volunteer were rich with examples of sportsmanship, camaraderie and team cohesiveness. These attributes were found not only among the athletes but also among the volunteers, whatever their assignments.

I can say with all sincerity that I gained far more appreciation for the organization and execution of a large undertaking than I ever thought possible. The examples of unity are many. Of utmost importance to me was observing the efforts of all involved during the Paralympic Games. Above all else, the memories of the Paralympics will stay with me forever. I personally gained far more than I gave.

As I returned March 18 from volunteering, I found that not only was the participation gratifying, so was the fact that those who "covered" for me in my absence did so in an admirable fashion. I discovered that Nedra White, Sue Newbold and Bret Ogilvie all did well in ensuring support was adequately provided in their respective areas of responsibility.



Traffic signs were everywhere



Up on the roof: the view from the Human Services administration building

Bob Learns His Acronyms

By Bob Haywood

Executive Director's Office

I am here to attest that the Olympics (IOC, USOC, SLOC) far outdoes any organization when it comes to the use of acronyms!

I first got involved with SLOC (that's Salt Lake Organizing Committee) last spring when I completed the 35-page SLOC questionnaire asking for everything from my grandma's maiden name to my shoe size.

I interviewed and ended up spending most Saturday mornings and a couple evenings a week recruiting Games volunteers and contractors. We interviewed from literally hundreds of scripts for the various jobs and functions required of staff. We did face-to-face interviews in Salt Lake City (SLC) at the Team Processing Center (TPC) as well as at remote corporate sites throughout the valley. We also did national and international interviews via telephone.

It was interesting to me that it didn't seem to matter whether we were interviewing a very high level politician, a corporate director, a doctor, a plumber or a housewife, everyone seemed to be an equal because all just wanted to be a part of the Olympics. I put in about 200 hours on this task during summer and fall.

My assignment during the Olympics was as one of 12 specialists working in human resources for the Salt Lake Ice Center (SLIC). The SLIC venue (Delta Center) was located within the larger

Salt Lake Olympic Square (SLOS) venue.

Essentially the job entailed scheduling, assisting, credentialing, rewarding volunteers and contractors and keeping SLIC staff motivated. SLIC ended up having less than a one-percent attrition rate.

One of our "regular" staff members was Vonda, a military guard dog, whose job was to monitor for explosives. Since SLIC was an indoor venue, we also were in charge of the coat check. I feel I am quite qualified to work for Mr. Earl Holding at his new downtown hotel. I spent about 130 hours in training and working at the SLIC venue.

We were fortunate enough to meet various skaters and their coaches including Todd Eldridge and the U.S. Short Track team. I also met Mitt Romney and Steve Young. One of the more interesting things to me was learning the ice characteristics required for each sport - harder, thinner ice for short track while thicker, softer ice was needed for figure skating. Contractors from Lake Placid "learned" the Utah ice from October until games time to assure conditions were optimal.

Finally, we also worked with our counterparts from Torino, Italy. Torino will host the 2006 Winter Games. This was their opportunity to learn what to do and what not to do. I also had the opportunity to work with staff from Athens as they tried to learn what it would take to successfully work a venue at the 2004 Summer Games.

So, I came away with a deep appreciation of how really complex the Olympics are. I'm glad I was able to be part of it. But I'm also happy to have some of my life back.



One of the ever-present helicopters



Webmaster Rich Rayl records the scene

Dan Works Transportation

By Dan Hawkins, Public Guardian

I worked in the Transportation Plaza at the Paralympic Village, where athletes left from and returned from their venues. I got to meet athletes from every country.

I also attended two sledge hockey games. Even though the first game was sold out, I obtained entry because I was in a wheelchair and a volunteer dispatch supervisor. An athlete gave me a ticket. He boarded a bus departing for the E-Center but got out and asked, in broken English, if I wanted a ticket.

I waited a moment before accepting to see if any of my workmates wanted it, and when no one accepted his offer, I graciously accepted the ticket and thanked him very much. He then shook my hand and thanked the group and me for our help. He told me I must use the ticket myself rather than selling it. I promised him I would surely use it.

My girlfriend, also a volunteer, couldn't go with me. But I called another friend, went in, and had the best sporting experience of my life. My friend, Josh Post, did too. The shouts of USA, USA, USA were deafening, and as for me, I was hoarse for several days from joining in.

I also got to assist several delegations in arriving at their destinations. The thanks, handshakes and pats on the back were indescribable.

One special person in transportation, Suzette,

was walking down the sidewalk in the village. She overheard another volunteer speaking to an athlete who needed a ride to the airport. She immediately stopped the men, asked if she could assist and informed them she worked in transportation.

Suzette tried to obtain a cab. When they discovered the cab couldn't take him and his luggage to the airport, she used one of the transportation vans and took the athlete to the airport and to his hotel and made sure he made his flight. The other volunteer, who was walking with the athlete, turned out to be in upper management. When later asked what stood out about the volunteers, he recognized Suzette.

Many unselfish things like this happened daily. Some things I got to do or help with were gratifying and indescribable, very hard to put into words. All these acts of kindness and selfishness happened daily if not hourly and involved the entire volunteer staff.

I was very pleased and honored to serve our country in the Paralympic Games and to witness the kindness and success of the Olympic Games in Salt Lake City.

I also must thank our office director, Travis Wall, and senior guardian, Gloria Jensen-Sutton, for making the time away from the office possible so I could participate. Other staff members who handled extra duties during my absence included Dawn Hibl and Carrie Kinnett.

Thanks to everyone and the State of Utah for allowing this to happen.

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